



Inspection Report on

Adlington House

**Adlington House
Abbey Road
Colwyn Bay
LL28 4PU**

Date Inspection Completed

28/02/2020 and 12/03/2020

Welsh Government © Crown copyright 2020.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

Description of the service

Adlington House provides a domiciliary support service, the registered office situated in a supported living scheme in Rhos on Sea, Colwyn Bay. Care Inspectorate Wales (CIW) regulates the care the domiciliary support service provides to people, however this does not include the accommodation they live in. The service is owned by Methodist Homes who are registered to provide a domiciliary support service in the North Wales partnership area to adults aged 55 and over.

The Responsible Individual (RI) for the service is Daniel Ryan. There is a manager in place to oversee the daily operation of the service who is suitably qualified and registered with the work force regulator, Social Care Wales (SCW).

Summary of our findings

Overall assessment

People receive good care and are supported to maintain their physical and emotional well-being. People's needs and preferences were detailed within personal plans and people are involved in decisions relating to their care and are consulted on the service delivery they receive. People benefited from positive relationships from a consistent team of care workers who deliver timely care and support. People were happy and very complementary about the care and support they receive. Care workers are safely recruited, well trained and supervised. There is a clear management structure with lines of accountability. The service provider has thorough systems in place to monitor the quality of the service provided; however, the quality assurance process could be developed further through being completed more frequently.

Well-being

Our findings

People are able to speak for themselves and able to contribute towards the care they receive. People told us care workers were caring and kind. People were able to express how they wanted to be supported and were aware of what the service provided. Written information about Adlington House and a commencement of support contract was provided to people which explains what the service offered. We saw that there were quality assurance systems in place; however, they require to be completed more frequently.

People can be assured care workers are guided by personal plans that include the required information to support and care for people. We evidenced that record keeping and personal plans contained sufficient detail, however identified how personal plans could be developed further. We saw that care workers are knowledgeable about peoples' needs and notice changes in people's health needs quickly taking action when required.

People supported to develop to their full potential and do things that matter to them. There was a good choice of group activities facilitated by the manager and care workers, providing many opportunities for people to do the things that make them happy. Personal plans promoted and supported people to be as independent as possible with their health and care needs. The domiciliary service does not currently support people who are Welsh speaking, there is an administrative assistant who speaks Welsh fluently and two care workers have some knowledge of the Welsh language. People are healthy, active and do the things that make them happy.

People told us they felt safe and looked after by staff. The service had a safeguarding policy in place for the guidance of staff; however, they require to be developed to ensure they are directed by Welsh legislation. Care workers demonstrated good knowledge of how to keep people safe from harm through accurately describing the actions they would take in relation to any suspected acts of abuse. Training records demonstrated that care workers had completed safeguarding training. Legally required information relating to staff employment was available within personnel records. There are effective measures in place to ensure staff were sufficiently trained. We conclude that the service has mechanisms in place to protect people from abuse.

Care and Development

Our findings

People benefit from receiving a service where the service provider considers a wide range of views and information to confirm that the service is able to meet individuals' needs. We saw the service completed initial assessments. People and their representatives are involved in the assessment process and there is a domiciliary care contract which outlines the service's commencement of service policy and their obligations to people receiving a service. We recommend that the contract be reviewed to ensure the document is in line with current regulatory requirements.

People are very pleased with the care and support they receive, their needs are understood and they get the right care and support when they need it. We received positive feedback from people about care workers and the overall service they receive. People can be assured care workers have access to their most recent personal plan in order to meet their needs. We found record keeping, assessment and care planning documents were consistent and comprehensive, however would benefit through being written in a more outcome focussed way. The regional manager demonstrated this had already been highlighted by the service, as an outcome focused personal plan template has been created and was planned to be utilised. We saw personal plans had been reviewed; however, personal plans should be reviewed as soon a person's planned short term support becomes long term. The service's policy for the frequency of reviews was amended during the inspection to three monthly by the area manager. Care call records indicated care and support was being delivered in line with personal plans. People's independence is promoted and they have opportunities to promote their mental well-being. We spoke to a person who stated they *'enjoy the activities'* on offer and there was *'enough to do'*.

People are supported to remain well and healthy and to achieve their personal outcomes as they have access to health care interventions and are supported to remain healthy. Care records demonstrated people had been supported to access health care professionals' advice and support with their health and well-being needs. The service is responsive to people's changing needs and takes prompt action to promote their safety. We saw that people received their medication as prescribed, care workers were trained to administer medication and this was in line with the service's medication administration policy.

People are safe, protected from abuse and neglect and know how to raise concerns. We spoke with care workers who understood their role in safeguarding people. We saw there was a safeguarding policy in place for the information and guidance of care staff. There are mechanisms in place to ensure people receive medications as prescribed, staff are trained in the safe administration of medications, and medication administration charts are completed.

Leadership and Management

Our findings

People are supported by staff who are safely recruited, fit for the role and people are involved in their appointment. We saw that care workers were recruited safely with the appropriate checks having been carried out to ascertain their fitness to their role. The manager advised us of their own employment process that included people who receive a service interviewing and being involved in the selection of the manager. We found staff benefited from a comprehensive induction and were registered with SCW.

Staff have the knowledge, skills and receive formal supervision to enable them to support people to achieve their outcomes. The office has an open door policy as we saw care workers regularly visit the office to speak to the manager. We saw a training and supervision records that demonstrated staff were regularly well trained and formally supervised in line with the requirements.

People have access to information about the service; however, the statement of purpose requires review. People receive the statement of purpose and residents handbook, which provide them, and their relatives, with information about the service, what the service offers to people and the complaints process. The statement of purpose requires updating to ensure that the information regarding personal plans and quality assurance process is in line with regulatory requirements.

There are arrangements in place for the responsible individual to have oversight of the service; however, the quality of care review report requires to be completed at least six monthly. We saw the last quality assurance report was completed in March 2019 and found the quality assurance process to be thorough with any areas identified as requiring improvement developed into an action plan. People are cared for and supported by a small consistent team of care workers and can be assured they will benefit from a service where support calls are not rushed, support calls are monitored and sufficient time is allocated for calls. Time for support calls was assigned ensuring people's care was completed in line with the agreed period for the call. We saw that people are able to attend meetings with other people receiving a service to voice their views; there is a suggestion box within the service and observed people attending the manager's office to speak with the manager.

How we undertook this inspection

This was the first inspection of the service following re-registration under The Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016. A full inspection was undertaken. We made an announced visit to the service on 28 February 2020 between 13:55 and 16:20 and on the 12 March 2020 between 08:45 and 16:30.

We used the following sources of information to formulate our report:

- We spoke with two people who receive a service;
- We spoke with two care workers;
- We held discussions with the responsible individual, regional manager and manager;
- We looked at a wide range of records. We looked at care documentation for two people, two staff files, training and supervision records. We reviewed a number of policies and procedures. We considered the statement of purpose and compared it with the service we inspected. This document sets out the vision for the service and demonstrates how the service will promote the best possible outcomes for the people they provide care and support for.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Domiciliary Support Service
Service Provider	Methodist Homes
Responsible Individual	Daniel Ryan
Date of previous Care Inspectorate Wales inspection	02/08/2018
Dates of this Inspection visit(s)	28/02/2020 and 12/03/2020
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No, however the statement of purpose details how the service is working towards providing the active offer of the Welsh language.
Additional Information: People cannot receive a service through the Welsh language without requesting it. The service is working towards the 'Active Offer' in relation to the Welsh language. The statement of purpose states that staff will receive training on basic Welsh greetings and may be able to hold conversations.	

Date Published 03/08/2020